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Topic 3-2 Communication in Relationships

- In this topic, you will learn about the skills you can use to develop open communication in your relationships, as well as
 - The importance of communication in relationships
 - ***** Barriers to open communication
 - When negative feelings occur
 - Communication in the workplace

Communication in Relationships

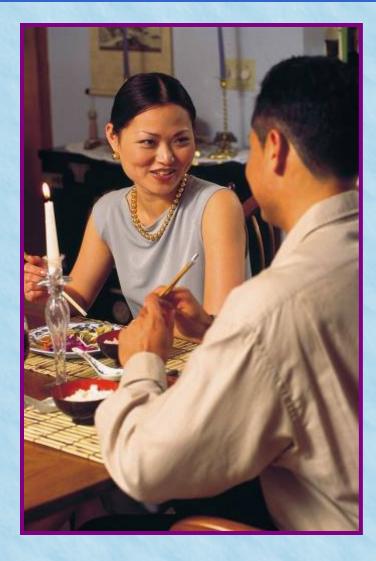
Objectives for Topic 3-2

- After studying this topic, you will be able to
- state the importance of open communication in relationships
- list ways to communicate positive feelings
- describe barriers to communication
- suggest methods for handling negative feelings
- give tips for communicating in the workplace

Topic 3-2 Terms

 open communication
 stereotypes
 prejudices coded messages
role expectations
diverse

The Importance of Communication in Relationships



• Open communication is a free flow of ideas, opinions, and facts among the people involved It can be encouraged by communicating positive feelings overcoming barriers handling negative feelings

Communicating Positive Feelings

- Thinking positively about most situations in life will help you be happy
- Ways to communicate positive feelings
 - Whenever you meet someone, be the first to say hello
 - Offer praise and compliments when they are deserved
 - Defend people who are the object of harmful gossip

Communicating Positive Feelings

- Smile and look happy
- Look others in the eye when you talk to them
- Show concern for others by asking them about matters that are important to them



Barriers to Open Communication

- Stereotypes are set beliefs that all members of a group will behave in the same way
- Prejudices are opinions that people form without complete knowledge
- Coded messages are messages that people try to communicate without saying what they really mean

Barriers to Open Communication

- Gender differences are differences between males and females
- These differences may be related to role expectations
 - Role expectations are patterns of socially expected behaviors



Activity

Give some examples of the following barriers to communication

Barrier	Example
Stereotypes	
Prejudices	
Coded messages	
Gender differences	

When Negative Feelings Occur

When negative feelings occur, communicate them in a useful, constructive way



Handling Negative Feelings

- Discuss your negative feelings with the person whose behavior is bothering you
- Keep a simple issue simple
- Do not reopen old issues that have already been settled
- Discuss the problem without making nasty comments

Handling Negative Feelings

- Recognize your own faults and accept them
 Try to be pleasant rather than grouchy
 Help people see that you like *them* even though you don't like their behavior
 Say what must be said and stop
- Try to end on a positive note

Communication in the Workplace

- The goals of communication at work are to pass along information and to build effective work relationships
- You are likely to form work relationships with people who are *diverse*, or different from one another



Communication in the Workplace

- Keep conversations unrelated to work to a minimum
- Show courtesy to customers and clients
- Use good listening skills
- Use standard English, not slang
- Avoid telling jokes at work
- If a misunderstanding occurs, discuss it with the person involved

Summary for Topic 3-2

- Open communication is important in personal relationships
- Sharing positive feelings encourages open communication
- Common communication barriers include
 - stereotypes
 - prejudice
 - coded messages
 - sender

Summary for Topic 3-2

- Learning to handle negative feelings in a positive way is an important communication skill
- Because of the diversity of today's workplace, communication skills are especially important